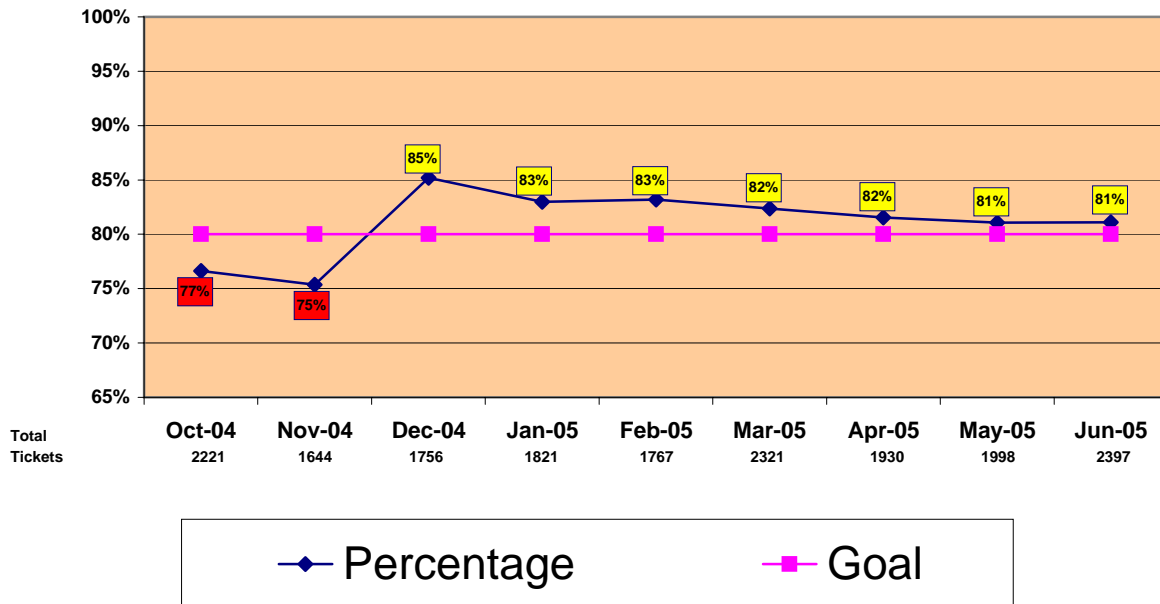
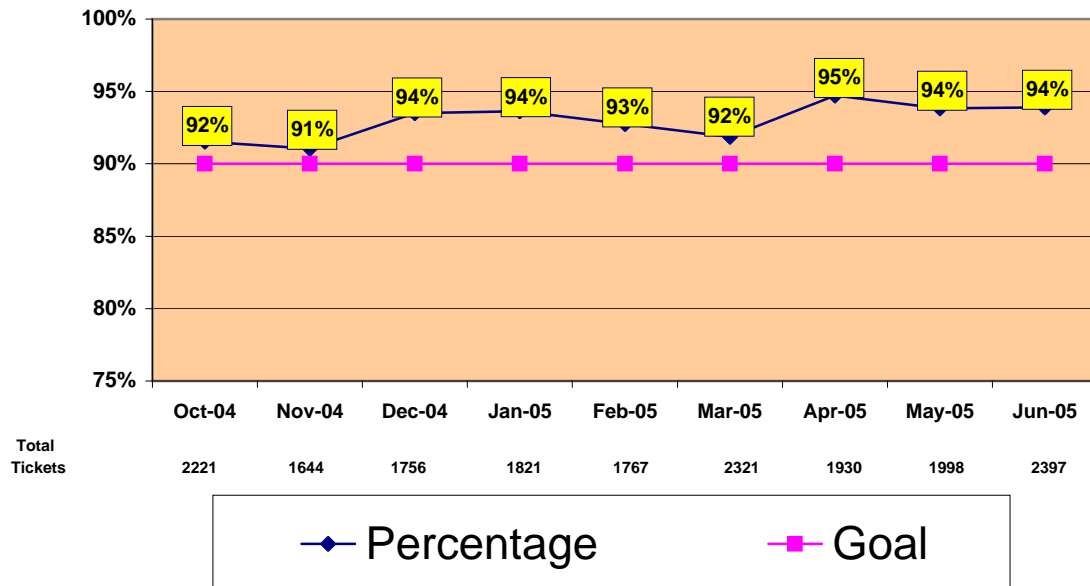


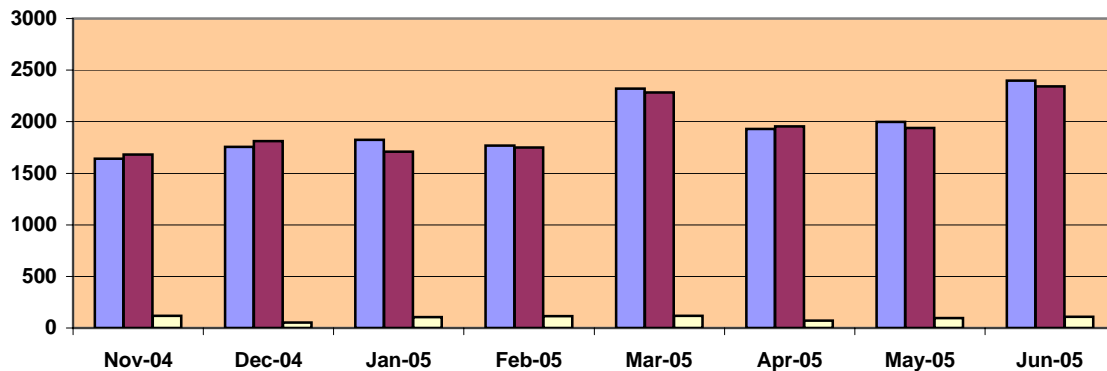
**Repair or Make Recommendation Within 24 Hours  
(Percentage of All OIT Tickets!)**



**Service Agreement - Customer Contacted Within 2 Hours  
(Percentage of all OIT Tickets)**



## Remedy Statistics (Monthly Service Tickets)

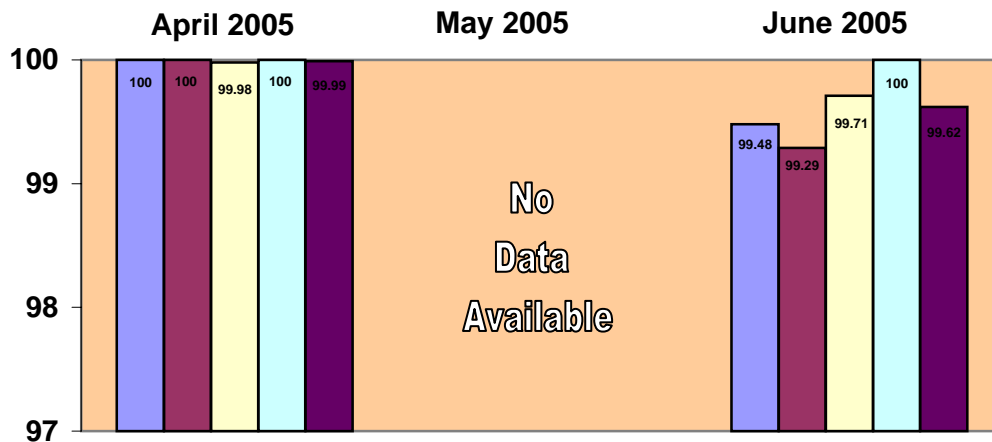


■ Opened Tickets  
■ Closed Tickets  
■ Carried Over Tickets

### 8-Month Total

OPENED: 15,635  
 CLOSED: 15,472  
 PERCENTAGE: 99%

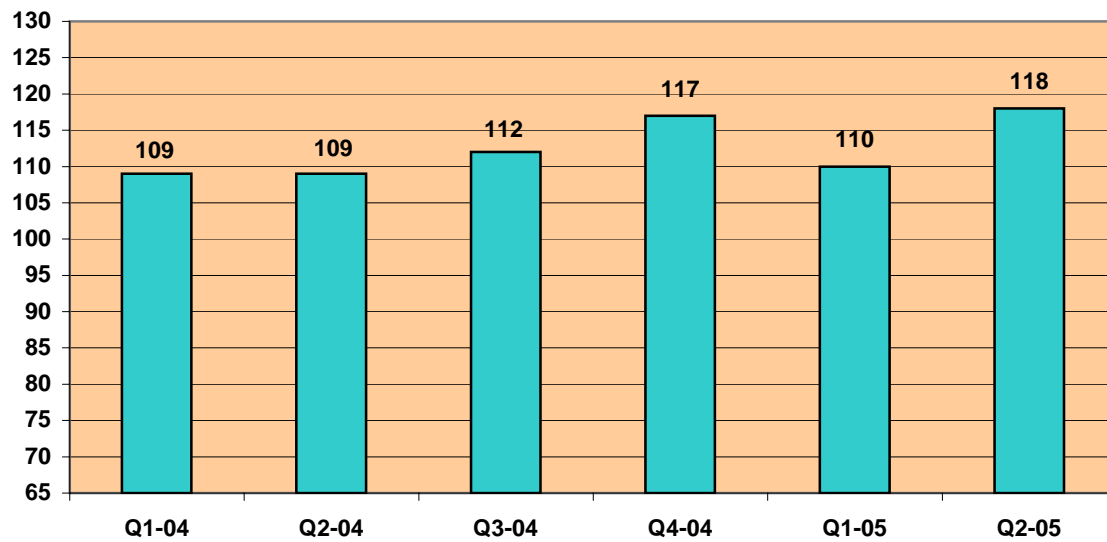
## Server Availability (Percentage)



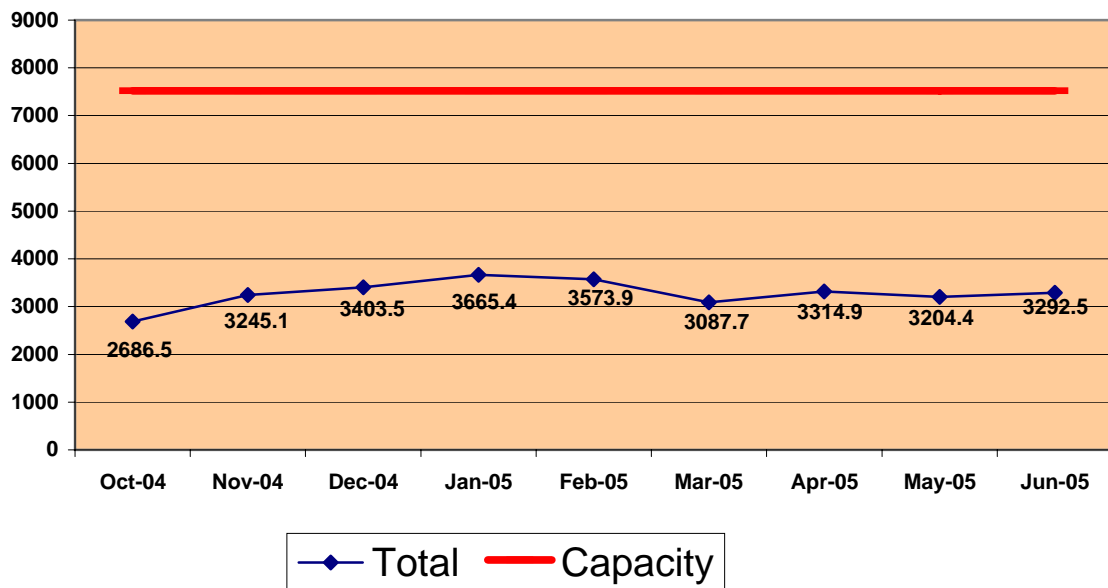
■ Home Servers 
 ■ Domain Servers 
 ■ Web Servers 
 ■ Application Servers 
 ■ All Servers

Metrics are based on the availability of these servers  
 from Monday through Friday (7:00AM to 6:00PM each day)!

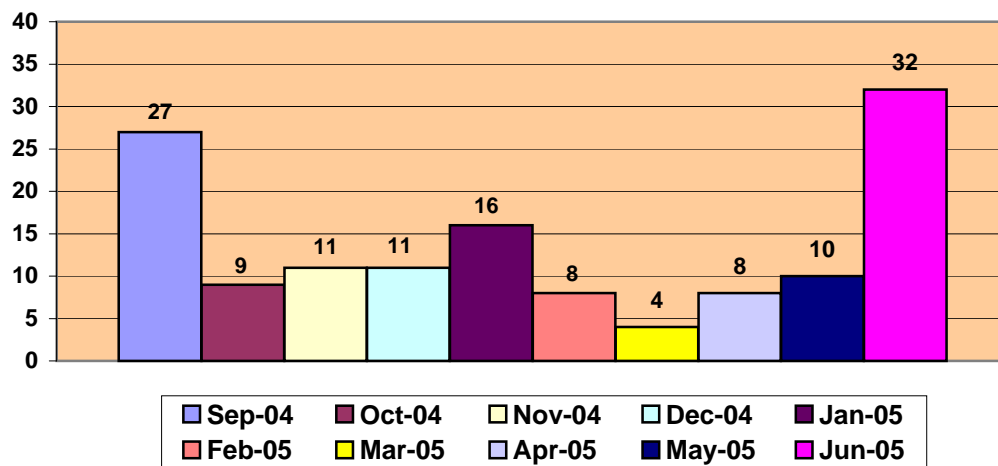
**Server Count Metric**  
(Total Number of Servers in the OD Domain)



**Datastore Growth/Capacity Metric**  
(Home Disk Space - In Gb's)



### Incident Response Team Requests for Response (Total Requests)



Incident Response Team Requests for Response include: Intrusion attempts against/from OD, Website defacements, and Hacks or virus detection/cleaning on OD or CIT Exchange/Application servers.